

ABSTRAK

ANALISIS PENGGUNAAN TELEMEDICINE BERDASARAKAN STANDART AUSTRALIAN COUNCIL ON HEALTHCARE STANDARTS (ACHS) Dengan PENDEKATAN SISTEM (Input, Proses dan Output) di NATIONAL HOSPITAL

Latar belakang: Transformasi digital dan inovasi disruptif menggambarkan reorientasi komprehensif industri termasuk model bisnisnya karena datangnya zaman teknologi digital yang berupa digitalisasi produk, layanan, dan proses. Adapun masih rendahnya pemanfaatan Kunjungan Telemedicine sebesar 2,90 % dari total kunjungan rawat jalan serta kesesuaian pelayanan telemedicine NH dengan standart ACHS

Tujuan: Menganalisis penggunaan *Telemedicine* dari Parameter Sumberdaya berdasarkan Standart Australian Council On Healthcare Standarts (ACHS) di National Hospital

Metode: Metode untuk penelitian ini menggunakan teori sistem (Input, Process dan Output) dan merupakan penelitian deskriptif dengan pendekatan kualitatif. Dengan cara menggali informasi dari 33 responden yang melakukan analisis serta penilaian assesment terkait pelaksanaan telemedicine dengan kesesuaian ACHS

Hasil dan pembahasan: informasi bahwa semua pelaksanaan telemedicine di setiap departemen berjalan dengan baik kecuali di departemen farmasi menilai kurang baik. Pelaksanaan *Telemedicine* telah sesuai dan memenuhi syarat dalam hal Penggunaan Aplikasi *Telemedicine* dari Aspek Peyaratan *Australian Council on Healthcare Standarts* (ACHS).

Kesimpulan dan saran: Alur Proses Penggunaan *Telemedicine* Di . National Hospital Surabaya sudah berjalan baik dan sudah teistem menggunakan aplikasi NH Apps, dibagi menjadi 2 yaitu alur rawat jalan daan alur rawat darurat. Sumberdaya Penggunaan Aplikasi *Telemedicine* Di . National Hospital Surabaya memiliki modalitas yang kuat terkait unit dan dokter semua terlibat dalam pelayanan yang terintegrasi dan meilliki penilaian yang bagus dalam *sistem quality, informmasi quality, service quality, structure dan enviroment*

Kata kunci: NH Apps, Telemedicine, Kesesuaian Standart layanan. ACHS

ABSTRACT

ANALYSIS OF TELEMEDICINE USE BASED ON AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS (ACHS) Using a SYSTEM APPROACH (Input, Process and Output) at the NATIONAL HOSPITAL

Background: Digital transformation and disruptive innovation describe a comprehensive reorientation of industry including its business models due to the arrival of the digital technology era in the form of digitization of products, services and processes. Meanwhile, digital health products can be in the form of electronic health. The low utilization of Telemedicine visits is 2.90% of total visits as well as the conformity of NH Apps telemedicine products with ACHS standards.

Objective: Analyzing the use of Telemedicine from Resource Paramete based on Australian Council On Healthcare Standards (ACHS) Standards at the National Hospital

Method: The method for this research uses systems theory (Input, Process and Output) and is descriptive research with a qualitative approach. By gathering information from 33 respondents who carried out analysis and assessment regarding the implementation of telemedicine in accordance with ACHS

Results and Discussion: information that all telemedicine implementation in each department is going well except in the pharmacy department which is considered less good. The implementation of Telemedicine is in accordance with and meets the requirements in terms of the Use of Telemedicine Applications from the Australian Council on Healthcare Standards (ACHS) Requirements Aspect.

Conclusions and recommendations: Process Flow of Using Telemedicine in Hospitals. National Hospital Surabaya is running well and is systemized using the NH Apps application, divided into 2, namely the outpatient flow and the emergency treatment flow. Resources for Using Telemedicine Applications in Hospitals. National Hospital Surabaya has strong modalities regarding units and docto are all involved in integrated services and have good assessments in system quality, information quality, service quality, structure and environment

Keywords: NH Apps, Telemedicine, Compliance with service standards. AC